

## Appendix A

### Ordering and Billing Forum (OBF) Ordering & Provisioning Committee

#### Meetings regarding local competition issues:

Sept. 25-28, 1995  
Nov. 6-9, 1995  
Dec. 4-8, 1995  
Jan. 10-12, 1996  
Jan. 19, 1996, conference call  
Jan. 31, 1996, conference call  
Feb. 2, 1996, conference call  
Feb. 7, 1996, conference call  
Feb. 14, 1996, conference call  
Feb. 21, 1996, conference call  
Mar. 11-15, 1996  
Mar. 11-13, 1996  
Apr. 23-25, 1996 (EDI Recommendation)  
May 6-10, 1996  
Jun. 17-20, 1996  
Jun. 24-27, 1996  
Jul. 29, - Aug. 1, 1996



APPENDIX B  
**BELLSOUTH LOCAL SERVICE REQUEST - RESIDENCE**

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Page 1 of \_\_\_\_  
Fax # 800-872-7000

**A. Other Local Exchange Company**

Co/OCN \_\_\_\_\_ PON \_\_\_\_\_ VER \_\_\_\_\_ RPON \_\_\_\_\_  
Issued By \_\_\_\_\_ Tel # (\_\_\_\_)\_\_\_\_-\_\_\_\_-\_\_\_\_ Project \_\_\_\_\_  
Implementation Contact \_\_\_\_\_ Tel # (\_\_\_\_)\_\_\_\_-\_\_\_\_-\_\_\_\_ Remarks \_\_\_\_\_  
FAX # (\_\_\_\_)\_\_\_\_-\_\_\_\_-\_\_\_\_

**B. Action Requested**

**Establish OLEC Service §** ☐ New ☒ **Switch as is** ☐ Switch with changes ☐ Switch with new address  
☐ Easy Number \_\_\_\_\_  
☐ Specific Number a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_

**Existing OLEC Account** ☐ Change Tel #(s) ☐ Change Features/Services ☐ Chg Listing/Directory  
☐ Add Telephone Line ☐ Move to New Address - Keep Existing Tel #, if possible (Y/N) \_\_\_\_\_  
☐ Easy Number \_\_\_\_\_  
☐ Specific Number a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_  
☐ Disconnect Main Acct Tel # ☐ Disconnect Additional Line Tel #(s) Only  
☐ Suspend Service - End User Request

**Due Date**

End User Ready Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Offered Due Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Disconnect Date for Old Address \_\_\_\_/\_\_\_\_/\_\_\_\_  
*We attempt to meet offered due date but work load and equipment availability must be checked before commitment to the end user.*

☐ Emergency Expedite (Special Charges may apply. See Tariff.)

**Premise Access** (If Applicable) Hours are Monday - Friday

☐ All Day 8:00-6:00 ☐ AM 8:00-Noon ☐ PM Noon-6:00 ☐ 4 Hour Interval (Bet. 8:00 & 6:00) \_\_\_\_\_  
Access Remarks \_\_\_\_\_

**C. End User Information**

Main Account # **(404)-555-1212** Other Line #s (\_\_\_\_)\_\_\_\_-\_\_\_\_-\_\_\_\_ (\_\_\_\_)\_\_\_\_-\_\_\_\_-\_\_\_\_

End User Name **John Doe**

End User Service Address \_\_\_\_\_  
Apt/Bldg/Suite/Lot \_\_\_\_\_ City/State \_\_\_\_\_ Zip \_\_\_\_\_

**New Address Information for New Connects and Moves to New Address**

End User New Service Address \_\_\_\_\_  
Apt/Bldg/Suite/Lot \_\_\_\_\_ City/State \_\_\_\_\_ Zip \_\_\_\_\_  
Route/Box \_\_\_\_\_ If Unnumbered Address - Directions \_\_\_\_\_

If Unnumbered Address - Former Occupant Tel # (\_\_\_\_)\_\_\_\_-\_\_\_\_-\_\_\_\_ or Neighbor's Tel # (\_\_\_\_)\_\_\_\_-\_\_\_\_-\_\_\_\_

**D. Firm Order Confirmation**

BellSouth Order # _____	BellSouth Order # _____	BellSouth Order # _____
Assigned # (____)____-____-____	Assigned # (____)____-____-____	Assigned # (____)____-____-____
MemoryCall® _____	MemoryCall® _____	MemoryCall® _____
Access # (____)____-____-____	Access # (____)____-____-____	Access # (____)____-____-____
Temp Password _____	Temp Password _____	Temp Password _____
RingMaster® I (____)____-____-____	RingMaster® I (____)____-____-____	RingMaster® I (____)____-____-____
RingMaster® II _____	RingMaster® II _____	RingMaster® II _____
(a) (____)____-____-____	(a) (____)____-____-____	(a) (____)____-____-____
(b) (____)____-____-____	(b) (____)____-____-____	(b) (____)____-____-____

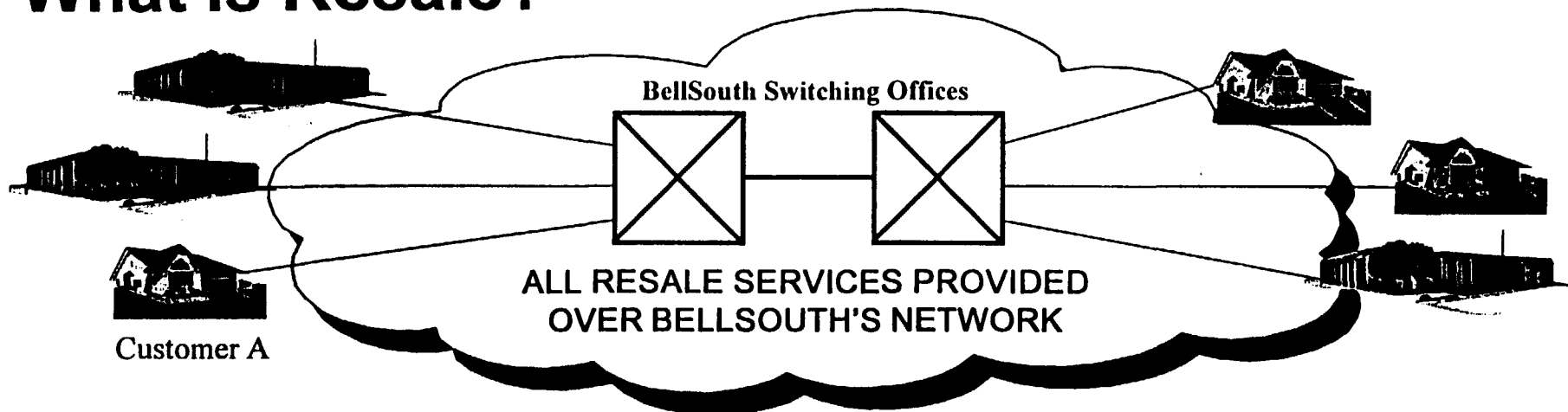
BellSouth Service Rep \_\_\_\_\_ Tel # 800-872-3116 Remarks \_\_\_\_\_

Order Due Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Premise Visit (Y/N) \_\_\_\_\_ Time Scheduled \_\_\_\_\_ Bldg. Acct. \_\_\_\_\_

§ BellSouth Line Based Calling Cards and Grandfathered Services are not available for resale.



# What is Resale?




## Customer A Switches to a Reseller

### What the RESELLER does:

- Takes orders from **Customer A**
- Bills **Customer A** for service
- Takes repair calls from **Customer A**
- Makes all arrangements with BellSouth

### What BELL SOUTH does:

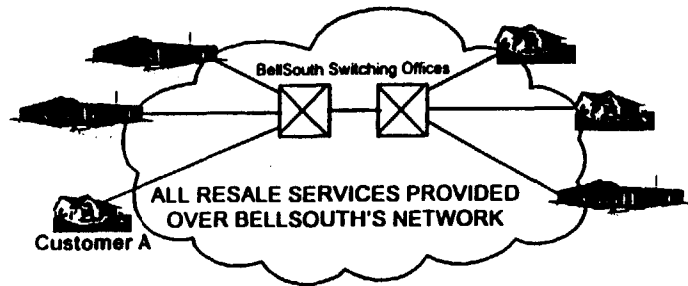
- Processes **resellers'** service orders
- Bills **reseller** for Customer A's service
- Repairs service when needed on behalf of **reseller**
- Provides all lines and features

 BellSouth has established ordering, billing, and repair arrangements for Resellers that make resale transparent to end users. Examples of these arrangements follow.



# Local Competition - Resale

## How a Customer Switches to a Reseller



☎ With either electronic or paper ordering process, BellSouth changes billing from Customer A to Reseller to reflect requested change date. Customer A is not affected by ordering process between Reseller and BellSouth.

*Example: Customer A Switches to a Reseller of BellSouth's Service*

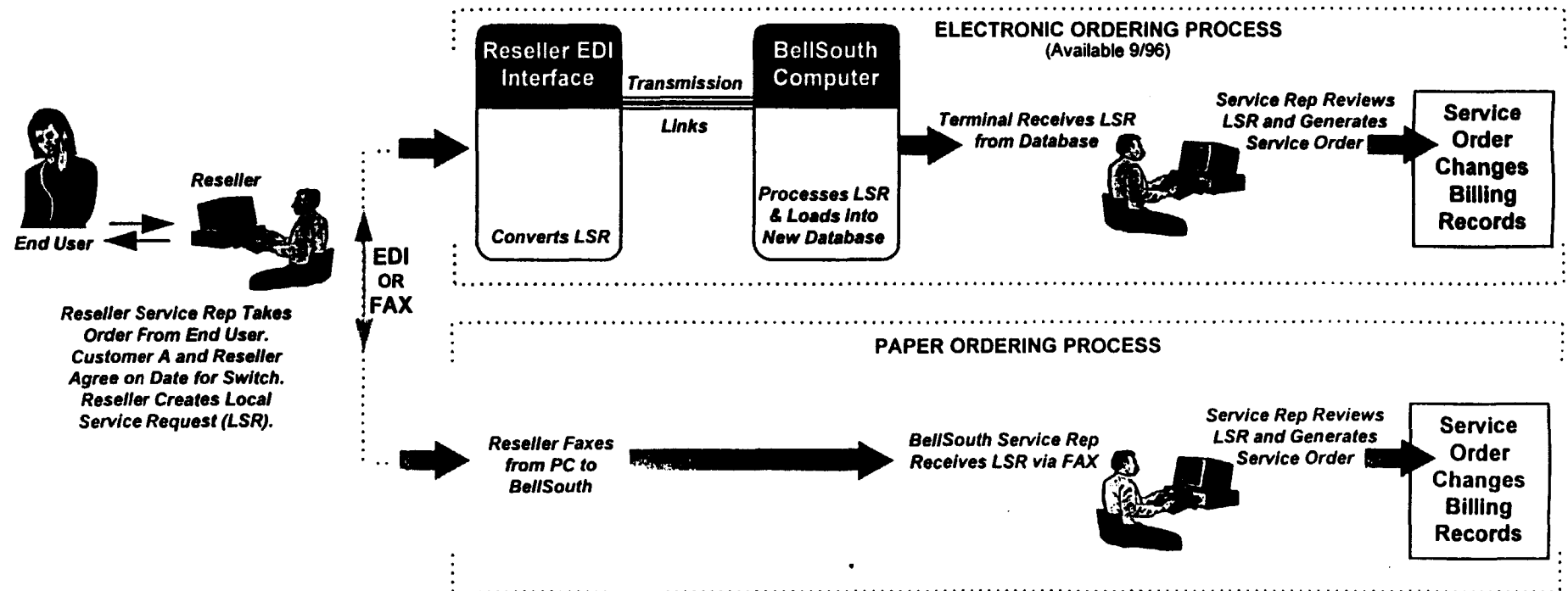


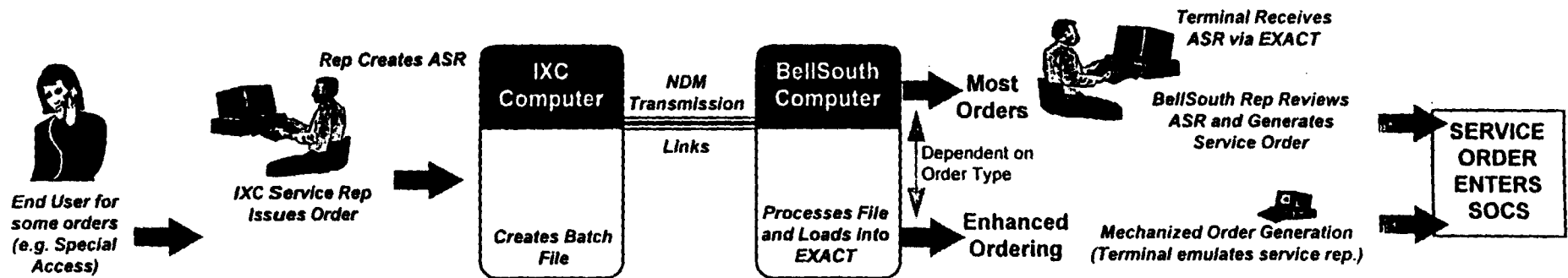
FIGURE 2



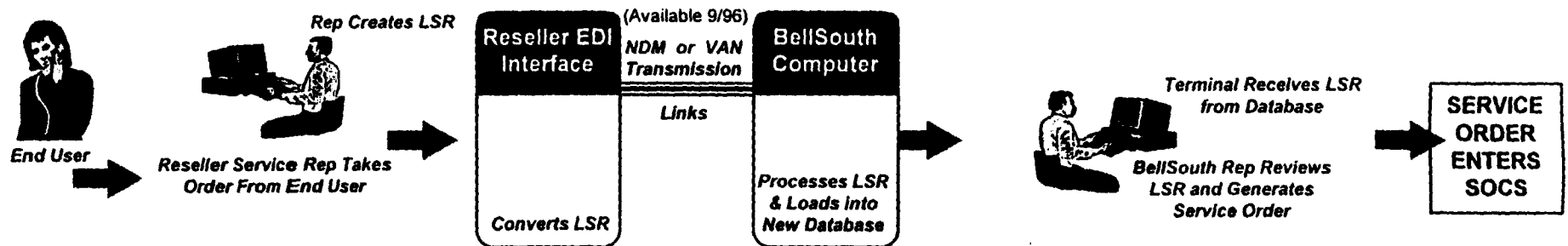


# Comparison of Access and Resale Electronic Order Communications Processes

## Access Process



## Resale Process



☎ Electronic communication for resale is comparable to the electronic process for access ordering. In either case, BellSouth service representatives and systems create appropriate service orders.

LCSC Local Carrier Service Center  
LSR Local Service Request  
SOCS Service Order Control System  
VAN Value Added Network

FIGURE 3



# Pre-Ordering Interface for Resellers

## - Phase I and Phase II Solutions

### LEGEND

Available As of May, 1996

OR

In design phase, completion date Mid 1997  
Estimated Cost: \$6-7 Million



New Customer

Contacts Reseller to Establish Service

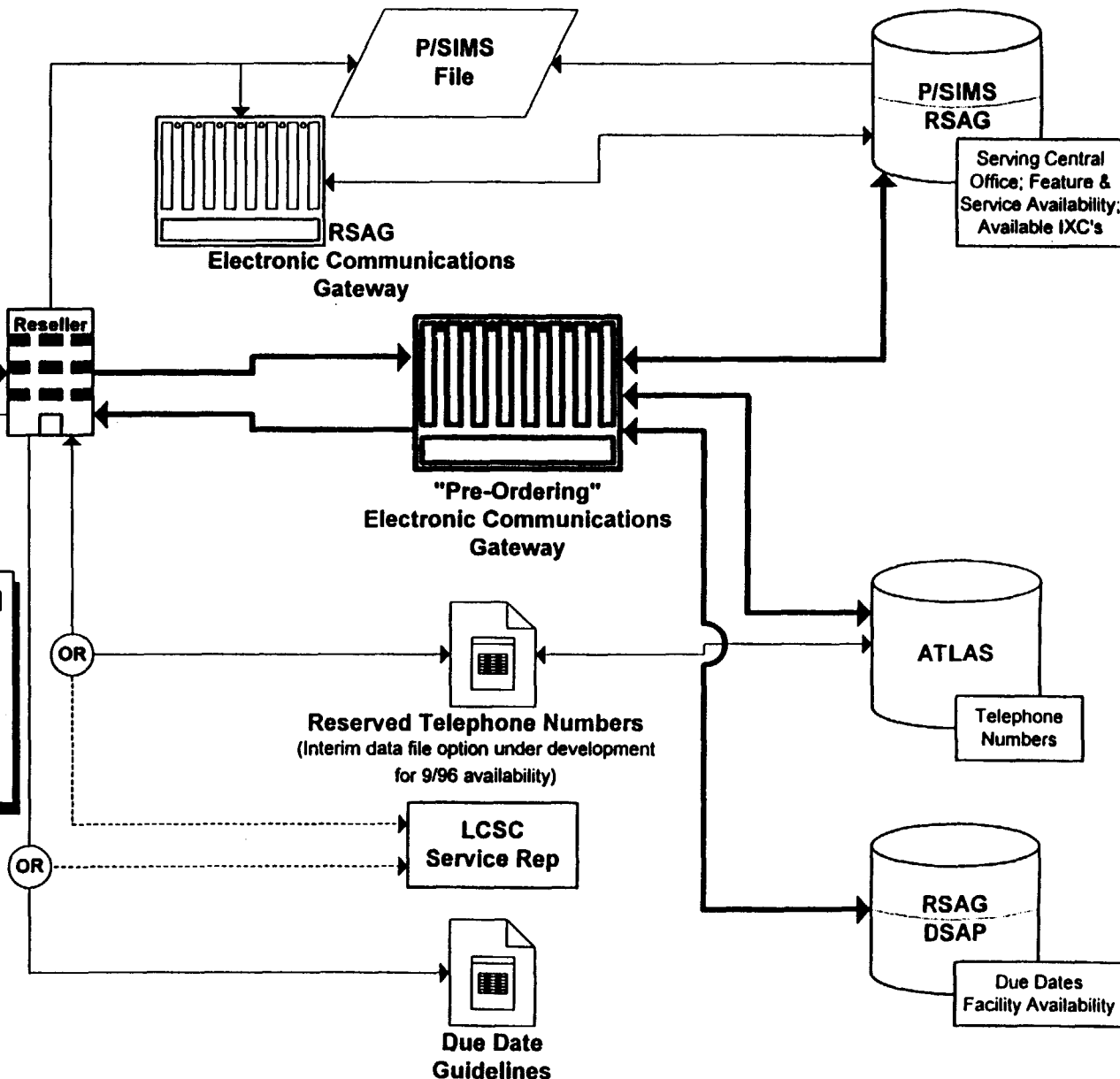
Reseller offers Customer Available Services, Assigns Number and Establishes Due Date



Pre-Ordering information is required **ONLY** when establishing or making changes in features or telephone numbers. It is **NOT** required to switch existing customers from BellSouth to a reseller.

P/SIMS  
ATLAS  
RSAG  
RSAG Gateway  
DSAP

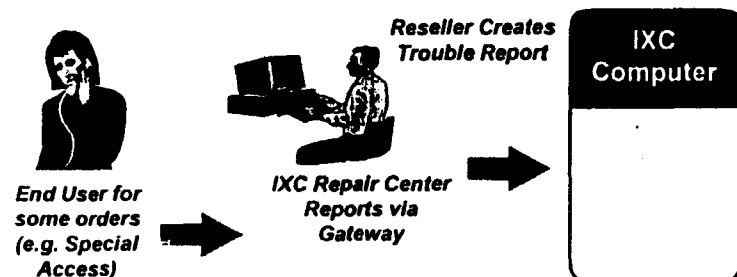
Service and Feature Database  
Telephone Number Database  
Regional Street Address Guide  
Existing IXC Application  
Due Date Support Application



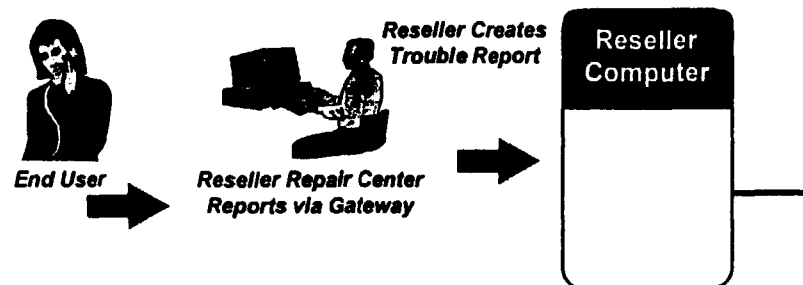


# Comparison of Access and Resale Processes for Electronic Trouble Reporting

## Access Process



## Resale Process



☎ Electronic communication for resale trouble reporting is comparable to the electronic process for access trouble reporting. Reseller also has the option to report verbally, just as IXC's do. Either way, resellers' end users are given the same repair appointment interval as BellSouth's end users.

Transmission Links

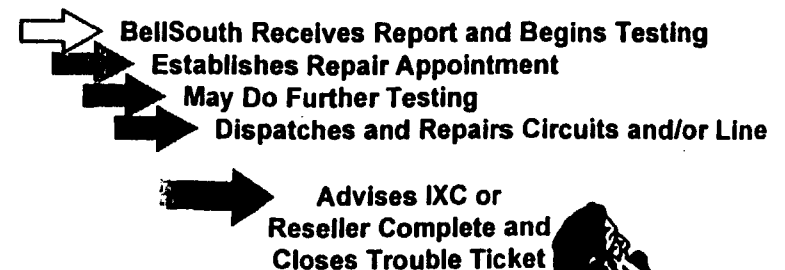
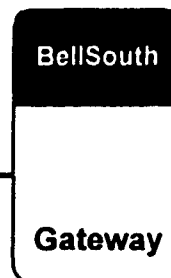
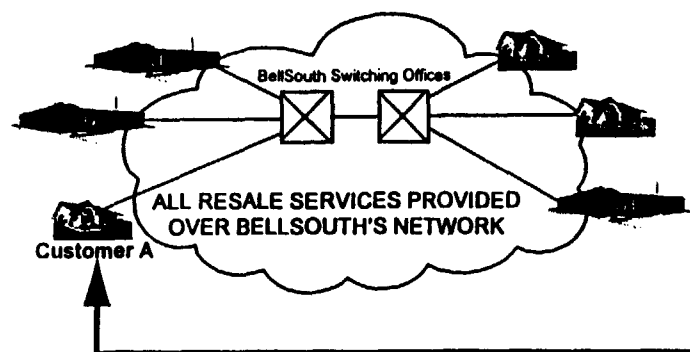


FIGURE 5



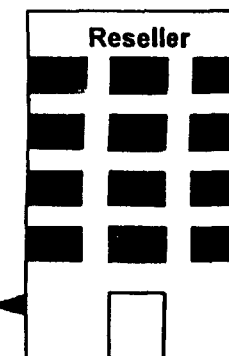
# Operational Interfaces for Resellers to Obtain End User Bill Data

(Includes Electronic Options)



Reseller bills customer A

In anticipation of resellers' need for daily billing detail, BellSouth completed an electronic interface to provide such data on March 31, 1996. Electronic options also are available for monthly bills.



## Transmission options:

- Data link - reseller accesses file at will
- Tape mailed daily

## Example: Customer A buys from reseller:

Local line ..... monthly charge  
Touchtone ..... monthly charge  
Call Waiting ..... monthly charge

### Access to:

- 411 ..... charge per call
- Operator ..... charge per call
- Toll ... charge per:
  1. IntraLATA call
  2. Collect
  3. Third number billed

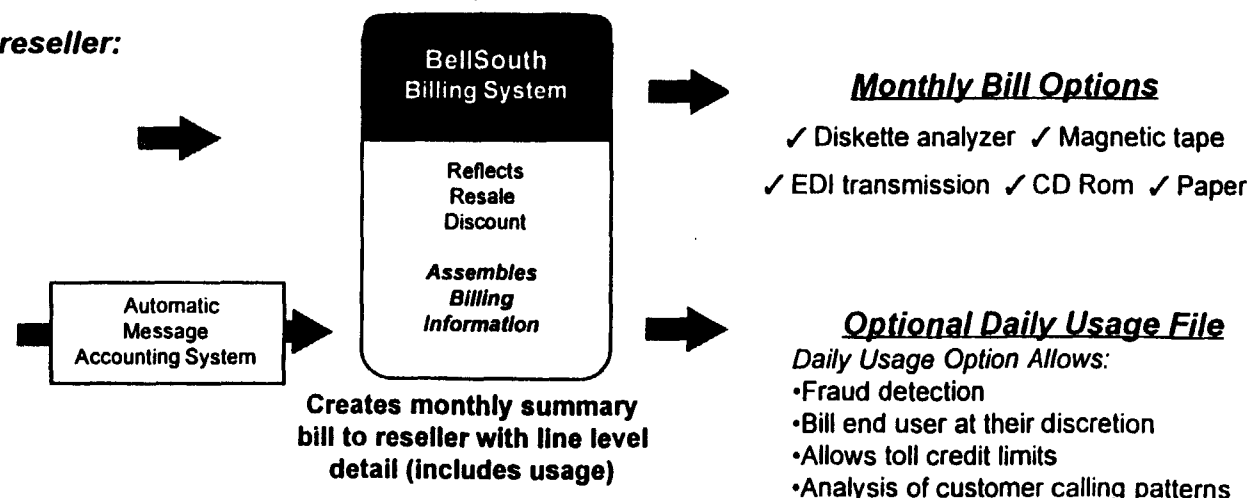


FIGURE 6





1995										1996										1997					
M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A

## Pre-Ordering

11/95 Pre-Ordering Interim Solution 5/96

\$ 200K

Evaluate & Design Long Term Pre-Ordering

11/95

4/96

5/96

9/96

Evaluate Design \$ 500 K

9/96 Implement Long Term Pre-Ordering 4/97

\$ 5 - 6 M

## Ordering

5/95 Establish LCSC 7/95

\$ 420 K

2/96 EDI Order Communications 9/96

\$ 300 - 500 K

## Trouble Reporting

11/95 Determine Use of Existing IXC Gateway 2/96

1/97 TAFI Enhancement 12/97

\$ 3 M

## Daily Usage Information

6/95 Develop daily usage feed for resellers 3/96

\$ 125 K





# Resale Ordering Guidelines



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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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Local Service Request - Residence

**B. - Action Requested** (continued)

**Premise Access:** Access is normally not required for residential activity UNLESS an additional line is being added, or inside wiring or jacks are ordered. Where the Network Interface is located inside a dwelling, access may be needed.

Indicate the end user preference if access will be required for the requested activity. Check the appropriate time from the options on the LSR. If all day, AM or PM are not suitable, enter a four (4) hour interval between 8:00 AM and 6:00 PM (i.e., 11:00 A - 3:00 P).

**Access Remarks:** Available for the issuer to provide any additional information that is needed for premise access.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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Local Service Request - Residence

#### C. - End User Information

**Main Account Number:** The end user telephone number. If there is no existing service, leave this field blank. The new assigned number(s) will be provided by BellSouth in Part D.

**Other Line Numbers on this End User Account:** If there are additional telephone numbers associated with the main account number, they should be entered here.

**End User Name:** The current end user account name (or desired name if no existing account).

**End User Service Address:** The address where service is (or is to be) provided.

**Apt/Bldg/Suite/Lot:** Enter the appropriate number and circle the correct designation. If another designation is more appropriate, enter it above the number.

**City/State:** The city, village, or township and two digit state postal code for the location where service is located.

**ZIP:** The five (5) digit zip code where service is located.

#### New Address Information for New Connects and Moves to New Address

**End User New Service Address:** The address where new service is to be provided.

**Apt/Bldg/Suite/Lot:** If appropriate for the new service address, enter the number and circle the correct designation. If another designation is more appropriate, enter it above the number.

**City/State:** The city, village, or township and two digit state postal code for the new service address.

**ZIP:** The five (5) digit zip code where new service is to be located.

For those rural addresses which may not have a defined postal address, complete the following:

**Route/Box:** Enter the appropriate designation to assist in identifying the service location.

**If Unnumbered Address - Driving Directions:** Provide specific instructions necessary for locating the service address. For example, "From Highway 23, take Highway 190 east. Go 2 miles, turn right on Turner Dr. Go 3 miles, turn left on Miller Rd. Third house on right."

**If Unnumbered Address - Former Occupant Telephone Number or a Neighbor's Telephone Number:**  
This information is required to assist in identifying the correct cable facilities to provide service to the end user.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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Local Service Request - Residence

#### D. - Firm Order Confirmation

This portion of the LSR will be used by the BellSouth LCSC to confirm that the requested order has been processed and to provide the scheduled date for completion of the requested activity.

**BellSouth Order #:** The BellSouth internal order number. This number will be required for tracing the request should there be a need for subsequent activity. There is space for three (3) order numbers if necessary.

**Assigned #:** The telephone number(s) assigned to a customer in the case of new service or a number change request. There is space for assigning three (3) numbers. If more are needed, they will be included in the remarks.

**MemoryCall® Access #:** If MemoryCall® is ordered, the number which the end user will need to access the system will be provided here.

**MemoryCall® Temporary Password:** The MemoryCall® Password which is temporarily assigned by BellSouth. The end user will change this password when they begin using the system.

**RingMaster® I:** If RingMaster® I is ordered, the additional number will be shown here.

**RingMaster® II:** If RingMaster® II is ordered, the two additional lines will be shown in the lines designated (a) and (b). The (a) and (b) correspond to the listing information provided in Part H-1 under RingMaster® II.

**BellSouth Service Representative:** The name of the BellSouth Local Carrier Service Center (LCSC) employee who is responsible for processing the order, order coordination, and confirmation of order completion.

**Telephone Number:** The telephone number of the BellSouth Service Representative.

**Remarks:** Available for the BellSouth Service Representative to provide any additional information required.

**Order Due Date:** The date the requested activity is scheduled to be performed.

**Premise Visit? (Y/N):** The LCSC will determine if a premise visit is required and enter Y (Yes) or N (No).

**Time Scheduled:** If a premise visit is required, the appointment time will be shown here.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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Local Service Request - Residence

#### **D. - Firm Order Confirmation** (continued)

**Blg Acct:** Each OLEC will have a series of unique billing account numbers assigned which identify the OLEC and are associated with the individual state RAO billing dates for end user telephone numbers. The account number which will be billed for any appropriate charges associated with the LSR will be entered here.

**Note:** If the Action Requested in Section B is 'Switch as is', 'Switch with changes' or 'Switch with new address', a copy of the current BellSouth Customer Service Record (CSR) will be provided along with the information in Section D, Firm Order Confirmation, of the LSR.

The CSR contains the following information:

- Current billing name and address
- The number of each feature or service the end user subscribes to.
- The monthly recurring charge for each feature or service.
- The USOC code for each feature or service.
- The name/description of the feature or service.



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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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Local Service Request - Residence

#### E. - Directory

Directory Listing: One option must be selected for the Main Account Listing.

**Listed - A Listed name is in the printed directory and in directory assistance operator records.**

This option establishes the end user's main listing. One listing is provided without charge for each non-hunting telephone number.

**Non-Listed - The listing does not appear in the printed directory but is available through directory assistance.**

**Non-Published - The listing is not in the printed directory and is not available through directory assistance.**

**Name:** Provide the listing for the main account number as desired (i.e., Last name, first name, middle initial using upper and lower case. When establishing a listing under an existing line in the white pages directory, provide the existing telephone number and show the desired additional listing as it should appear (i.e., children's telephone).

**Address:** The service address as shown in Part C will be used for the end user listed address unless otherwise specified here. If the address should be omitted from the directory listing, enter NONE.

**City/Town:** The city/town as shown in Part C will be used for the directory listing unless otherwise specified in this section. If the town should be omitted from the directory listing, enter NONE.

Space is provided for two additional listings for the same main account number or for additional line telephone numbers associated with the main account number. Copies of this section of the form should be made if more listings are needed. There are two groups of items associated with each listing. The first two (2) item group is: Additional Listing or Additional Line Number Listing. One block must be checked to indicate the appropriate listing type.

**Additional Listing - An additional listing for the main account telephone number.**

**Additional Line Number Listing - A listing for an additional telephone line number which is different from the main account number.**

The second three (3) item group is: Listed, Non-Listed, and Non-Published. Check the appropriate block for each listing. Definitions are shown above.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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Local Service Request - Residence

#### **E. - Directory Listing** (continued)

**Listing Change Only:** There may be times when the only change requested by the end user is a change in their directory listing. You may choose to submit the stand alone directory listing document (Section E of the Business LSR) in place of pages 1 and 2 of the residence LSR. When the end user is a residential account, it is not necessary to complete Columns (7) and (8) on the stand along listing document.

#### **Directory Delivery Address**

Provide address information here only if delivery is requested at an address which is different from the service address.

#### **Number of Directories Requested**

Residential end users receive one (1) white and one (1) yellow page directory per account. If requested, residential end users may receive up to three (3) directories per account.

Orders for additional or replacement directories may be placed by either the OLEC or the end user as follows:

Local Directories - (No charges)	800-422-1955
Foreign Directories - (Outside of the local service area, charges will apply)	800-682-4000
BAPCO will bill charges directly to the OLEC or the end user, as appropriate.	

**Note:** To discuss bulk delivery of directories, contact Jan Kibler, BAPCO, at 404-320-5209.

## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

Local Service Request - Residence

#### **F. - Intercept**

The 'Action Requested' in Part B of the LSR drives the appropriate announcement. If the customer requests an intercept announcement different from the one which would automatically be selected, enter the code for the desired announcement. We will manually force the announcement. For example, normally a change to a non-published telephone generates Announcement 05. Many times an end user changing from a current Non-Pub to a new Non-Pub will request Announcement 21. Intercept announcements for residence lines continue for a maximum of ninety (90) days.

Code	Announcement
00	<b><u>Changed to a Non-Listed Number</u></b> The number you have reached (Dialed Number) has been changed to a non-listed number. If you need more information, please call Directory Assistance.
03	<b><u>Disconnected</u></b> The number you have reached (Dialed Number) has been disconnected. No additional information is available about (Dialed Number).
05	<b><u>Changed to a Non-Published Number</u></b> The number you have reached (Dialed Number) has been changed to a non-published number. No additional information is available about (Dialed Number).
08	<b><u>Suspend for Non-Payment</u></b> The number you have reached (Dialed Number) has been temporarily disconnected. No additional information is available about (Dialed Number).
21	<b><u>Changed to New Published Number</u></b> The number you have reached (Dialed Number) has been changed. The new number is (New Number). Please make a note of it.
23	<b><u>Changed to New Toll Free Number</u></b> The number you have reached (Dialed Number) has been changed. The new number is toll free. Please dial one plus (New Number).
25	<b><u>Changed from Toll Free Number</u></b> The number you have reached (Dialed Number) has been changed. The new number, which is no longer toll free, is (New Number). Please make a note of it.
26	<b><u>Emergency Agency Changed to 911</u></b> The number you have reached (Dialed Number) has been changed. The new emergency number is 911. Please make a note of it.
31	<b><u>Disconnected with Reference of Calls</u></b> The number you have reached (Dialed Number) has been disconnected. Calls are being taken by (New Number).
51	<b><u>Temporary Disconnect at the Customer's Request</u></b> The number you have reached (Dialed Number) has been temporarily disconnected at the customer's request. Calls are being taken by (New Number). Please make a note of it.
81	<b><u>Changed to More Than One New Number with Split Reference of Calls</u></b> The number you have reached (Dialed Number) has been changed. If you are calling (Called Party 1), the new number is (New Number). Please make a note of it. If you are calling (Called Party 2), the new number is (New Number). Please make a note of it.

The most frequently used announcements are shown in bold text.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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Local Service Request - Residence

#### G.- Multi-Line Requests

If the end user main account has additional line numbers in Part C, enter a Yes (Y) if the action requested in Part B should be applied to all of the telephone lines. If the requested action should not be applied to all of the telephone lines, enter a No (N) and explain how the other lines should be treated.

#### H-1 & 2. - Order Details

These two (2) pages are the forms needed to provide specific information concerning the Line and Line Features; Inside Wiring and Jacks; and Features and Services the end user desires by telephone line number. It will be necessary to provide separate ordering sheets for each number for which you are placing an order.

At the top left of sheets H-1 and H-2 are two (2) blocks. The first is labeled 'End User Main Account #'. This information should always be provided (except in the case of a new listing with no number at the time the order is placed). This number, along with the OLEC PON, will ensure that all portions of the LSR are correctly associated. IF the items being ordered are for the End User Main Account #, the block should also be checked.

IF, the items being ordered are for an Additional Telephone Line Number, the End User Main Account # should be entered but the block should not be checked. The Additional Telephone Line Number should be completed and the block checked.

When the telephone numbers are not known and more than one additional telephone line numbers are being ordered, an indicator should be placed after the 'Additional Telephone Line Number' to ensure the correct items are associated with the appropriate number.

Example:      ☐ End User Main Account #    (    )-    -    -  
                 ☐ Additional Telephone Line #    (    )-    -    -    (1st, 2nd add'l line, etc.)

The body of section H-1 and H-2 provides a check-off list format to install (IN) or delete (OUT) any items needed or desired for local telephone service. Effort was made to list the items in the order required when dealing with the end user. First items related to 'Line and Line Features'; then items relating to installation under 'Inside Wiring and Jacks'; and finally vertical services in 'Features and Services'. Section H-2 includes features and services which are available for residential service but are infrequently ordered.

If an account is being disconnected, it is not necessary to show each item 'OUT'. Checking the 'Disconnect Main Account #' item in Part B on page 1 of the LSR eliminates the need for additional information. Only when an end user is actually changing features is it necessary to indicate when any existing features are being discontinued (OUT).

Not all features listed on the LSR are available for resale in every state. Refer to the state tariffs for availability and descriptions.

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## **OLEC-to-BELLSOUTH ORDERING GUIDELINES**

### **RESALE**

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#### **Supplemental Local Service Request - Residence**

There will be times when it is necessary to change an LSR after the order has been processed. In these cases, a supplemental request will be issued. This alerts the LCSC to recall the original order(s) to make the appropriate changes. Exhibit 2 is a Supplemental Local Service Request - Residence (SLSR). Following are definitions for all requested data.

#### **A. - Other Local Exchange Company**

Co/OCN: The Company Name and 'Operating Company Number' for the OLEC submitting the SLSR.

PON: The OLEC Purchase Order Number. This number may be up to thirteen (13) alpha numeric characters.

VER: The OLEC Version Identification can be used to indicate a supplement to an existing purchase order number. In the initial transmission this field should be left blank. The next subsequent order should have 'A', the next subsequent order should have 'B', etc.

RPON: A Related Purchase Order Number designates that coordination is required between Purchase Orders to complete the requested activity. This number may be up to thirteen (13) alpha numeric characters.

Issued By: The name of the person completing the SLSR who is responsible for order coordination, related questions, and confirmation of service completion.

Telephone Number: The telephone number of the person issuing the SLSR.

Project: An alpha-numeric code which may be used to link SLSRs and LSRs to a specific project.

FAX #: The OLEC's fax number for receipt of the Firm Order Confirmation.

#### **B. - Action Requested and Remarks**

This section is used to explain what change has been requested by the end user and how it coordinates with the original order.

#### **C. - End User**

Account Number: The end user telephone number.

BellSouth Order #(s): The BellSouth Order #(s) provided in Part D of the original Local Service Request. This is essential for locating the order in our system insuring necessary coordination with that order.

Current Due Date: Provide the current due date on the order you are issuing a supplement for. This will facilitate prioritization of the SLSRs received.

Other Line Numbers: If there are additional telephone numbers associated with the main account number, they should be entered here.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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Supplemental Local Service Request - Residence

#### **D. - Firm Order Confirmation**

This portion of the LSR will be used by the BellSouth LCSC to confirm that the requested order has been processed and to provide the scheduled date for completion of the requested activity.

**BellSouth Order #:** The BellSouth internal order number. This number will be required for tracing the request should there be a need for subsequent activity. There is space for three (3) order numbers if necessary.

**Assigned #:** The telephone number(s) assigned to a customer in the case of new service or a number change request. There is space for assigning three (3) numbers. If more are needed, they will be included in the remarks. If additional lines are being ordered on the Supplemental LSR, remember to include the listing and Premise Access information in Part B, if required.

**MemoryCall® Access #:** If MemoryCall® is ordered, the number which the end user will need to access the system will be provided here.

**MemoryCall® Temporary Password:** The MemoryCall® Password which is temporarily assigned by BellSouth. The end user will change this password when they begin using the system.

**RingMaster® I:** If RingMaster® I is ordered, the assigned number will be shown here. If RingMaster® is added on the Supplemental LSR, the directory listing information should be included in Part B.

**RingMaster® II:** If RingMaster® II is ordered, the additional numbers will be shown in the lines designated (a) and (b). If RingMaster® II is added on the Supplemental LSR, the directory listing information should be included in Part B. Remember to identify the listings as (a) or (b).

**BellSouth Service Representative:** The name of the BellSouth Local Carrier Service Center (LCSC) employee who is responsible for processing the order, order coordination, and confirmation of order completion.

**Telephone Number:** The telephone number of the BellSouth Service Representative.

**Due Date:** The date the requested activity is scheduled to be performed.

**Premise Visit? (Y/N):** The LCSC will determine if a premise visit is required and enter Y (Yes) or N (No).

**Time Scheduled:** If a premise visit is required, the appointment time will be shown here.

**Blg Acct:** Each OLEC will have a series of unique billing account numbers assigned which identify the OLEC and are associated with the appropriate billing dates for end user telephone numbers. The account number which will be billed for any appropriate charges associated with the LSR will be entered here.

**Remarks:** Available for the BellSouth Service Representative to provide any additional information required.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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Local Service Request - Business

The LSR is designed so that only the parts relating to your requested activity need to be completed. For that reason, it is important that the OLEC Name, the End User Account # (unless a new account is being established), the page numbers, the OLEC PON and the Version Identification be completed at the top of each page of the LSR to insure the LCSC has all of your request. A separate LSR must be submitted for each main account number.

Exhibit 3 is a LSR - Business form. Following are definitions for all requested data.

Date: The date the OLEC submits the LSR to the LCSC.

Page 1 of \_\_\_\_: Enter the appropriate page #s at the top of each LSR page submitted.

#### A. - Other Local Exchange Company

Co/OCN: The Company Name and 'Operating Company Number' for the OLEC submitting the LSR.

PON: The OLEC Purchase Order Number. This number may be up to thirteen (13) alpha numeric characters.

VER: The OLEC Version Identification can be used to indicate a supplement to an existing purchase order number. In the initial transmission this field should be left blank. The next subsequent order should have 'A', the next subsequent order should have 'B', etc.

RPON: A Related Purchase Order Number designates that coordination is required between purchase orders to complete the requested activity. This number may be up to thirteen (13) alpha numeric characters.

Issued By: The name of the person completing the LSR who is responsible for order coordination, related questions, and confirmation of service completion.

Tel #: The telephone number of the person issuing the LSR.

Project: An alpha-numeric code which may be used to link LSRs to a specific project.

Implementation Contact: Identifies the OLEC employee or office responsible for control of installation and completion. This is the person the BellSouth field technician will call with completion notification or problems.

Tel #: The telephone number of the implementation contact.

Remarks: Available for the issuer to provide any additional information that would assist in order processing.

FAX #: The OLEC's fax number for receipt of the Firm Order Confirmation.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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Local Service Request - Business

#### **B. - Action Requested**

When completing the Local Service Request, remember the following: BellSouth Line Based Calling Cards and Grandfathered Services are not available for resale. Certain customized billing arrangements may not be applicable. Refer to the individual state tariffs for availability and description of resale services. (See Section 7 for more details.)

**Establish OLEC Service:** The end user does not currently have an account with the OLEC. Check the action requested. Details may be required in subsequent sections of the LSR.

New - End user does not currently have any local service.

Easy Number - If an end user requests an easy number, this block should be checked. Normally additional information is not required. However, if the end user specifies a unique digit(s) in the number provide it here. (example - XXX-XX55) More details about easy numbers are contained in the section 'Special Number Assignments'.

(N)

Specific Number - If an end user requests a specific number, this block should be checked and the number entered to the right. An end user may specify up to three (3) choices in order of preference for the same charge. More details about specific numbers are contained in the section 'Special Number Assignments'.

(N)

Switch as is - Move this end user's local service to the OLEC with no changes in service, features, directory listings, or equipment.

Switch with changes - Move this end user's local service to the OLEC with changes in all or some part of their service. Details concerning the changes will be provided as appropriate in later portions of the LSR.

Switch with new address - Move this end user with existing BellSouth service at one service address to OLEC service at a new location. There may or may not be other changes.

**Existing OLEC Account:** The customer currently has an account with the OLEC. Check the change(s) requested. More than one category may be checked. Details will be required in subsequent sections of the LSR.

Change Telephone Number(s) - Change the end user's existing telephone number(s).

Change in Features/Services - Add or Delete features or services.

Change in Listing or Directory - Change the listing or directory instruction.

Add Telephone Lines - Add additional telephone lines to the end user's existing service.



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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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Local Service Request - Business

**B. - Action Requested (continued)**

**Easy Number** - If an end user requests an easy number, this block should be checked. Normally additional information is not required. However, if the end user specifies a unique digit(s) in the number provide it here. (example - XXX-XX55) More details about easy numbers are contained in the section 'Special Number Assignments'.

**Specific Number** - If an end user requests a specific number, this block should be checked and the number entered to the right. An end user may specify up to three (3) choices in order of preference for the same charge. More details about specific numbers are contained in the section 'Special Number Assignments'.

**Move to New Address** - Transfer local service to a new service address.

**Keep Existing Telephone Number, if possible (Y/N):** Does the end user want to carry their existing telephone number to the new service address? Enter Y (Yes) or N (No).

**Disconnect Main Acct Tel #** - Disconnect the entire end user account. The end user will no longer have local service. If this block is checked, it is not necessary to complete any 'OUT' columns in parts H or I.

**Disconnect Additional Line Tel #(s) Only** - Disconnect additional telephone numbers only. The main account telephone number will still remain active.

**Due Date:** This due date section can apply to any 'Action Requested' in either the 'Establish OLEC Service' or the 'Existing OLEC Account' categories.

**End User Ready Date:** This is the earliest date the end user would be ready for the activity requested.

**Offered Due Date:** The OLECs will be provided with a list of average intervals to accomplish particular work activities. However, these work activity intervals can vary depending on existing work load, features and services requested and equipment availability. These items can only be determined when the order is processed. The LCSC will make every effort to meet an offered due date (or end user's ready date). Firm commitments should not be made to the end user until a Firm Order Confirmation is received from the LCSC.

**Disconnect Date for the Old Address:** The end user must provide the date old service is to be disconnected on a change of address order. If the existing telephone number is not being reused at the new location, the end user may request that the existing telephone number remain active at the old location for up to thirty (30) days. If the existing telephone number is being reused at the new location, the end user may also request that the telephone number remain active at both locations for up to thirty (30) days. However, in the latter case, all features and network facilities must be identical at both locations. Availability of features and facilities at the new location is determined as the order is processed.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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Local Service Request - Business

#### B. - Action Requested (continued)

**Emergency Expedite:** If an end user has an **urgent need** for service and the normal offered due date will not meet the end user's special needs, the order can be submitted as an emergency expedite request. Every effort should be made to satisfy the end user with regular work intervals. An expedited order may involve additional special charges. Applicable charges are addressed in the state tariffs.

**Premise Access:** Access should normally be negotiated on most Business LSRs. Indicate the end user preference if access will be required for the requested activity. Check the appropriate time from the options on the LSR. If all day, AM or PM are not suitable, enter a four (4) hour interval between 8:00 AM and 6:00 PM (i.e., 11:00 A - 3:00 P).

**Access Remarks:** Available for the issuer to provide any additional information that is needed for premise access.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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Local Service Request - Business

#### C. - End User Information

**Main Account Number:** The end user telephone number. If there is no existing service, leave this field blank. The new assigned number(s) will be provided by BellSouth in Part D.

**Other Line Numbers on this End User Account:** If there are additional telephone numbers associated with the main account number, they should be entered here.

**End User Name:** The current end user account name (or desired name if no existing account).

**End User Service Address:** The address where service is (or is to be) provided.

**Apt/Bldg/Suite/Lot:** Enter the appropriate number and circle the correct designation. If another designation is more appropriate, enter it above the number.

**City/State:** The city, village, or township and two digit state postal code for the location where service is located.

**ZIP:** The five (5) digit zip code where service is located.

#### New Address Information for New Connects and Moves to New Address

**End User Service Address:** The address where new service is to be provided.

**Apt/Bldg/Suite/Lot:** If appropriate for the new service address, enter the number and circle the correct designation. If another designation is more appropriate, enter it above the number.

**City/state:** The city, village, or township and two digit state postal code for the new service address.

**ZIP:** The five (5) digit zip code where new service is to be located.

For those rural addresses which may not have a defined postal address, complete the following:

**Route/Box:** Enter the appropriate designation to assist in identifying the service location.

**If Unnumbered Address - Driving Directions:** Provide specific instructions necessary for locating the service address. For example, "From Highway 23, take Highway 190 east. Go 2 miles, turn right on Turner Dr. Go 3 miles, turn left on Miller Rd. Third house on right."

**If Unnumbered Address - Former Occupant Telephone Number or a Neighbor's Telephone Number:**  
This information is required to assist in identifying the correct cable facilities to provide service to the end user.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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Local Service Request - Business

#### D. - Firm Order Confirmation

This portion of the LSR will be used by the BellSouth LCSC to confirm that the requested order has been processed and to provide the scheduled date for completion of the requested activity.

**BellSouth Order #:** The BellSouth internal order number. This number will be required for tracing the request should there be a need for subsequent activity. There is space for three (3) order numbers if necessary.

**Assigned #:** The telephone number(s) assigned to a customer in the case of new service or a number change request. There is space for assigning three (3) numbers. If more are needed, they will be included in the remarks.

**MemoryCall® Access #:** If MemoryCall® is ordered, the number which the end user will need to access the system will be provided here.

**MemoryCall® Temporary Password:** The MemoryCall® Password which is temporarily assigned by BellSouth. The end user will change this password when they begin using the system.

**RingMaster® I:** If RingMaster® I is ordered, the additional number will be shown here.

**RingMaster® II:** If RingMaster® II is ordered the two additional lines will be shown in the lines designated (a) and (b). The (a) and (b) correspond to the listing information provided in Part H-1 under RingMaster® II.

**BellSouth Service Representative:** The name of the BellSouth Local Carrier Service Center (LCSC) employee who is responsible for processing the order, order coordination, and confirmation of order completion.

**Telephone Number:** The telephone number of the BellSouth Service Representative.

**Remarks:** Available for the BellSouth Service Representative to provide any additional information required.

**Order Due Date:** The date the requested activity is scheduled to be performed.

**Premise Visit? (Y/N):** The LCSC will determine if a premise visit is required and enter Y (Yes) or N (No).

**Time Scheduled:** If a premise visit is required, the appointment time will be shown here.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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Local Service Request - Business

#### D. - Firm Order Confirmation

**Blg Acct:** Each OLEC will have a series of unique billing account numbers assigned which identify the OLEC and are associated with the individual state RAO billing dates for end user telephone numbers. The account number which will be billed for any appropriate charges associated with the LSR will be entered here.

**Note:** If the Action Requested in Section B is 'Switch as is', 'Switch with changes' or 'Switch with new address', a copy of the current BellSouth Customer Service Record (CSR) will be provided along with the information in Section D, Firm Order Confirmation, of the LSR.

The CSR contains the following information:

- Current billing name and address
- The number of each feature or service the end user subscribes to.
- The monthly recurring charge for each feature or service.
- The USOC code for each feature or service.
- The name/description of the feature or service.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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Local Service Request - Business

#### **E. - Directory Listing**

This directory listing page is designed for use with the complete Business LSR (Parts A - H-2). However, it can also be used as a stand alone document for business or residence directory information when only directory listing or replacement/additional directories are ordered.

#### ***Other Local Exchange Company***

If the complete LSR is submitted and this information is provided in Part A of the LSR, it is not necessary to duplicate the entries here. Even when the complete LSR is submitted, it is important to enter the PON and OLEC name to be sure it is associated correctly with the remainder of the LSR.

**Date:** The date the OLEC submits the LSR to the LCSC.

**PON:** The OLEC Purchase Order Number. This number may be up to thirteen (13) alpha numeric characters.

**VER:** The OLEC Version Identification can be used to indicate a supplement to an existing purchase order number. In the initial transmission this field should be left blank. The next subsequent order should have 'A', the next subsequent order should have 'B', etc.

(A)

**RPON:** A Related Purchase Order Number designates that coordination is required between purchase orders to complete the requested activity. This number may be up to thirteen (13) alpha numeric characters.

**FAX #:** The OLEC's fax number for receipt of the Firm Order Confirmation.

(C)

**Company:** The company name and identification code for the OLEC.

**Issued By:** The name of the person completing the LSR who is responsible for order coordination, related questions, and confirmation of service completion.

**Telephone Number:** The telephone number of the person issuing the LSR.

**Remarks:** Available for the issuer to provide any additional information that would assist in order processing.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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Local Service Request - Business

#### **E. - Directory Listing** (continued)

##### ***End User***

If the complete LSR is submitted and this data is provided in Part C of the LSR, it is not necessary to duplicate the information here. It is important to enter the Main Account Number to be sure it is associated correctly with the remainder of the LSR.

End User Name: The current end user account name (or desired name if no existing account).

End User Service Address: The address where the service is (or is to be) provided.

Main Account Number: The end user main account telephone number.

Existing YP Advertising (Y/N): Does the end user currently have Yellow Pages Advertising? Enter Y (Yes) or N (No). Yellow Page advertising will be billed directly to the end user by BAPCO.

End User Miscellaneous Account Number - In some situations, a miscellaneous number may be assigned by BellSouth when the initial order is processed. If assigned, the miscellaneous account number will be required for any subsequent order activity for the end user.

##### ***Listing Request***

Check the appropriate block to indicate what type of listing request is being submitted.

New Account - End user does not currently have any local service.

Disconnect Account - The end user currently has only directory listing service provided by BellSouth. This option will disconnect (discontinue) the listing.

Add to Current Account - Add a listing(s) to an existing OLEC end user account.

Delete from Current Account - Delete a listing(s) from an existing OLEC end user account. This does not disconnect (discontinue) the account. It deletes a portion of the listing.

Change Listing - Change the directory listing on an existing OLEC account.

Correct Listing - Correct an listing and/or telephone number on an existing OLEC account.

##### ***Type Listing***

Select the appropriate designation for the account number. Designate whether the directory listing is Business, Residence, City Government, County Government, State Government, or US Government.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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Local Service Request - Business

#### **E. - Directory Listing** (continued)

##### ***Firm Order Confirmation***

This portion of the Directory Listing request will be used by BellSouth LCSC to confirm that the requested order has been processed if the 'Directory Listing Request' is submitted as a stand alone document. If it is a part of a complete LSR, the Firm Order Confirmation will be provided on page 1 of the LSR in part D. .

Date Prepared - The date work on the listing is completed in the LCSC.

BellSouth Service Representative - The name of the BellSouth Local Carrier Service Center (LCSC) employee who is responsible for processing the order, order coordination, and confirmation of order completion.

Telephone # - The telephone number of the BellSouth Representative.

Remarks - Available for the BellSouth Service Representative to provide any additional information required.

Blg Account - Each OLEC will have a series of unique billing account numbers assigned which identify the OLEC and are associated with the appropriate billing dates for end user telephone numbers. If a directory listing is being requested that is not associated with the complete LSR, the billing account for appropriate charges, if any, will be shown here.

Miscellaneous Account Number Assigned - In some situations, a miscellaneous account may be assigned by the LCSC with the initial order placed for an end user. If a miscellaneous account code is assigned, it will be required to identify the correct account on any subsequent orders. On future orders for this end user, it should be entered in the End User section, End User Misc Account Number.

BellSouth Order Number - The BellSouth system order number. This number will be required for tracing the request should there be a need for subsequent activity. There is space for three (3) order numbers if necessary.

##### **Directory Delivery Address**

Provide address information here only if delivery is requested at an address which is different from the service address.

##### **Number of Directories Requested**

Business end users receive one (1) white and yellow page directory per access line.

Orders for additional or replacement directories may be placed by either the OLEC or the end user as follows:

Local Directories - (No charges)

800-422-1955

Foreign Directories - (Outside of the local service area, charges will apply)

800-682-4000

BAPCO will bill charges directly to the OLEC or the end user, as appropriate.

**Note:** To discuss bulk delivery of directories, contact Jan Kibler, BAPCO, at 404-320-5209.



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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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Local Service Request - Business

#### **E. - Directory Listing** (continued)

##### ***Listing Information***

- (1) **Listing Order Code** - This column will be used to assign a unique code to each listing line. This code will sequence the listings according to the end user's desires. The listing order codes are A1-A9, B1-B9, C1-C9, etc. through M1-M9. A1 must be used for the first line of the listing.

Example:        A1        Smith Hardware Stores, Inc.  
                  A2        Branch Stores  
                              etc.

If the listing is a 'straight line' listing, with only one line of customer information (name, street address, city and number), no entry is required in this section.

- (2) **Caption Indent Level** - This refers to the amount of indentation.

0 = Left Hand Justification	(No Indent)
1 = 1 Level of Indent	(1 Space to the Right)
2 = 2 Levels of Indent	(2 Spaces to the Right)
3 = 3 Levels of Indent	(3 Spaces to the Right)

Example:

A1	Level 0	Smith Hardware Stores, Inc.
A2	Level 1	Branch Stores
A3	Level 2	1416 Main Street.....111-1111
A4	Level 2	182 Broxton Dr.....222-2222
A5	Level 1	Billing.....333-3333
A6	Level 1	Home Delivery.....444-4444

If the listing is a 'straight line' listing, with only one line of customer information (name, street address, city and number), no entry is required in this section.

- (3) **Listed Name** - This section is used to show the listing EXACTLY as the end user desires for it to appear in the directory. When changing an established listing, provide the complete listing (caption) to insure the listing will be changed according to the end user request.
- (4) **Listed Address** - Use this section to enter the listed address if the end user desires a listing different from that provided in the 'End User Account' section or in Part C on page 1 of the LSR. If the address should be omitted from the directory listing, enter NONE.
- (5) **Telephone Number** - List the end user numbers as appropriate to associate them with the correct lines on the end user listing.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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Local Service Request - Business

#### E. - Directory Listing (continued)

##### **Listing Information** (continued)

- (6) **Listed, Non-Listed or Non-Published** - Enter the abbreviation here for the type listing desired by the end user. The designation may be different for different numbers in the caption listing.

**Listed** - The Listed name is in the printed directory and in directory assistance operator records. One listing is provided without charge for each non-hunting telephone number.

**Non-Listed** - The listing does not appear in the printed directory but is available through directory assistance.

**Non-Published** - The listing is not in the printed directory and is not available through directory assistance.

- (7) **Yellow Page Heading & SIC** - When a business listed number is selected, an optional listing in the BellSouth Yellow Pages is also available at no charge for each end user account. The listing may be placed in the BellSouth Yellow Pages under an approved heading that is appropriate for the business (i.e., Restaurants, Beauty Salons, etc.) Requests for business listings under more than one heading are considered Directory Advertising and must be negotiated by the end user with an appropriate yellow page advertising company. If an end user doesn't want a listing in the BellSouth Yellow Pages specify NONE in the Yellow Page Heading section.

In addition to the Yellow Page Heading, the appropriate SIC (Standard Industry Code) should be provided. Refer to the SIC Manual for this information. The manual is published by the United States Office of Management and Budget and may be purchased through NTIS.

National Technical Information Service  
5285 Port Royal Road  
Springfield, Virginia 22161  
703-487-4650

- (8) **Community of Listing** - The listing will be entered in the appropriate directory based on the main account telephone number. If the end user desires the listing to appear in additional directories (or a different directory), enter the community name for the directory (ies) where the foreign listing should be published.

# OLEC-to-BELLSOUTH ORDERING GUIDELINES

## RESALE

Local Service Request - Business

### F. - Intercept

The 'Action Requested' in Part B of the LSR drives the appropriate announcement. If the customer requests an intercept announcement different from the one which would automatically be selected, enter the code for the desired announcement. We will manually force the announcement. For example, normally a change to a non-published telephone generates Announcement 05. Many times an end user changing from a current Non-Pub to a new Non-Pub will request Announcement 21 to insure their current callers continue to have their number. Intercept announcements for business lines continue for a maximum of six (6) months.

Code	Announcement
00	<b><u>Changed to a Non-Listed Number</u></b> The number you have reached (Dialed Number) has been changed to a non-listed number. If you need more information, please call Directory Assistance.
03	<b><u>Disconnected</u></b> The number you have reached (Dialed Number) has been disconnected. No additional information is available about (Dialed Number).
05	<b><u>Changed to a Non-Published Number</u></b> The number you have reached (Dialed Number) has been changed to a non-published number. No additional information is available about (Dialed Number).
08	<b><u>Suspend for Non-Payment</u></b> The number you have reached (Dialed Number) has been temporarily disconnected. No additional information is available about (Dialed Number).
21	<b><u>Changed to New Published Number</u></b> The number you have reached (Dialed Number) has been changed. The new number is (New Number). Please make a note of it.
23	<b><u>Changed to New Toll Free Number</u></b> The number you have reached (Dialed Number) has been changed. The new number is toll free. Please dial one plus (New Number).
25	<b><u>Changed from Toll Free Number</u></b> The number you have reached (Dialed Number) has been changed. The new number, which is no longer toll free, is (New Number). Please make a note of it.
26	<b><u>Emergency Agency Changed to 911</u></b> The number you have reached (Dialed Number) has been changed. The new emergency number is 911. Please make a note of it.
31	<b><u>Disconnected with Reference of Calls</u></b> The number you have reached (Dialed Number) has been disconnected. Calls are being taken by (New Number).
51	<b><u>Temporary Disconnect at the Customer's Request</u></b> The number you have reached (Dialed Number) has been temporarily disconnected at the customer's request. Calls are being taken by (New Number). Please make a note of it.
81	<b><u>Changed to More Than One New Number with Split Reference of Calls</u></b> The number you have reached (Dialed Number) has been changed. If you are calling (Called Party 1), the new number is (New Number). Please make a note of it. If you are calling (Called Party 2), the new number is (New Number). Please make a note of it.

The most frequently used announcements are shown in bold text.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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Local Service Request - Business

#### G.- Multi-Line Requests

If the end user main account has additional line numbers in Part C, enter a Yes (Y) if the action requested in Part B should be applied to all of the telephone lines. If the requested action should not be applied to all of the telephone lines, enter a No (N) and explain how the other lines should be treated.

#### H-1 & 2. - Order Details

These two (2) pages are the forms needed to provide specific information concerning the Line and Line Features; Inside Wiring and Jacks; and Features and Services the end user desires by telephone line number. It will be necessary to provide separate ordering sheets for each number for which you are placing an order.

At the top left of sheets H-1 and H-2 are two (2) blocks. The first is labeled 'End User Main Account #'. This information should always be provided (except in the case of a new listing with no number at the time the order is placed). This number, along with the OLEC PON, will ensure that all portions of the LSR are correctly associated. If the items being ordered are for the End User Main Account #, the block should also be checked.

If the items are being ordered are for an Additional Telephone Line Number, the End User Main Account # should be entered but the block should not be checked. The Additional Telephone Line Number should be completed and the block checked.

When the telephone numbers are not known and more than one additional telephone line numbers are being ordered, an indicator should be placed after the 'Additional Telephone Line Number' to ensure the correct items are associated with the appropriate number.

Example:      ☐ End User Main Account #    ( )-\_\_\_\_-\_\_\_\_  
                 ☐ Additional Telephone Line #    ( )-\_\_\_\_-\_\_\_\_    (1st, 2nd, 3rd add'l line, etc.)

The body of section H-1 and H-2 provides a check-off list format to install (IN) or delete (OUT) any items needed or desired for local telephone service. Effort was made to list the items in the order required when dealing with the end user. First items related to 'Line and Line Features'; then items relating to installation under 'Inside Wiring and Jacks'; and finally vertical services in 'Features and Services'.

If an account is being disconnected, it is not necessary to show each item 'OUT'. Checking the 'Disconnect Main Account #' item in Part B on page 1 of the LSR eliminates the need for additional information. Only when an end user is actually changing features is it necessary to indicate when any existing features are being discontinued (OUT).

Not all features listed on the LSR are available for resale in every state. Refer to the state tariffs for availability and descriptions.

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## **OLEC-to-BELLSOUTH ORDERING GUIDELINES**

### **RESALE**

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#### **Supplemental Local Service Request - Business**

There will be times when it is necessary to change an LSR after the order has been processed. In these cases, a supplemental request will be issued. This alerts the LCSC to recall the original order(s) to make the appropriate changes. Exhibit 4 is a Supplemental Local Service Request - Business (SLSR). Following are definitions for all requested data.

#### **A. - Other Local Exchange Company**

Co/OCN: The Company Name and 'Operating Company Number' for the OLEC submitting the SLSR..

PON: The OLEC Purchase Order Number. This number may be up to thirteen (13) alpha numeric characters.

VER: The OLEC Version Identification can be used to indicate a supplement to an existing purchase order number. In the initial transmission this field should be left blank. The next subsequent order should have 'A', the next subsequent order should have 'B', etc.

RPON: A Related Purchase Order Number designates that coordination is required between Purchase Orders to complete the requested activity. This number may be up to thirteen (13) alpha numeric characters.

Issued By: The name of the person completing the SLSR who is responsible for order coordination, related questions, and confirmation of service completion.

Telephone Number: The telephone number of the person issuing the SLSR.

Project: An alpha-numeric code which may be used to link LSRs to a specific project.

FAX #: The OLEC's fax number for receipt of the Firm Order Confirmation.

#### **B. - Action Requested and Remarks**

This section is used to explain what change has been requested by the end user and how it coordinates with the original order.

#### **C. - End User**

Account Number: The end user telephone number.

BellSouth Order #(s): The BellSouth Order #(s) provided in Part D of the original Local Service Request. This is essential for locating the order in our system insuring necessary coordination with that order.

Current Due Date: Provide the current due date on the order you are issuing a supplement for. This will facilitate prioritization of the SLSRs received.

Other Line Numbers: If there are additional telephone numbers associated with the main account number, they should be entered here.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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Supplemental Local Service Request - Business

#### **D. - Firm Order Confirmation**

This portion of the LSR will be used by the BellSouth LCSC to confirm that the requested order has been processed and to provide the scheduled date for completion of the requested activity.

**BellSouth Order #:** The BellSouth internal order number. This number will be required for tracing the request should there be a need for subsequent activity. There is space for three (3) order numbers if necessary.

**Assigned #:** The telephone number(s) assigned to a customer in the case of new service or a number change request. There is space for assigning three (3) numbers. If more are needed, they will be included in the remarks. If additional lines are being ordered on the Supplemental LSR, remember to include the listing and Premise Access information in Part B, if required.

**MemoryCall® Access #:** If MemoryCall® is ordered, the number which the end user will need to access the system will be provided here.

**MemoryCall® Temporary Password:** The MemoryCall® Password which is temporarily assigned by BellSouth. The end user will change this password when they begin using the system.

**RingMaster® I:** If RingMaster® I is ordered, the assigned number will be shown here. If RingMaster® is added on the Supplemental LSR, the directory listing information should be included in Part B.

**RingMaster® II:** If RingMaster® II is ordered, the additional numbers will be shown in the lines designated (a) and (b). If RingMaster® II is added on the Supplemental LSR, the directory listing information should be included in Part B. Remember to identify the listings as (a) or (b).

**BellSouth Service Representative:** The name of the BellSouth Local Carrier Service Center (LCSC) employee who is responsible for processing the order, order coordination, and confirmation of order completion.

**Telephone Number:** The telephone number of the BellSouth Service Representative.

**Due Date:** The date the requested activity is scheduled to be performed.

**Premise Visit? (Y/N):** The LCSC will determine if a premise visit is required and enter Y (Yes) or N (No).

**Time Scheduled:** If a premise visit is required, the appointment time will be shown here.

**Blg Acct:** Each OLEC will have a series of unique billing account numbers assigned which identify the OLEC and are associated with the appropriate billing dates for end user telephone numbers. The account number which will be billed for any appropriate charges associated with the LSR will be entered here.

**Remarks:** Available for the BellSouth Service Representative to provide any additional information required.

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## **OLEC-to-BELLSOUTH ORDERING GUIDELINES**

### **RESALE**

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#### **Local Service Request Exhibits**

#### **Local Service Request and Supplemental Local Service Request Exhibits**

This section contains the following forms for requesting local service through the BellSouth LCSC:

- Local Service Request - Residence
- Supplemental Local Service Request - Residence
- Local Service Request - Business
- Supplemental Local Service Request - Business

# BELLSOUTH LOCAL SERVICE REQUEST - RESIDENCE

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Page 1 of \_\_\_\_  
Fax # 800-872-7059

## A. Other Local Exchange Company

Co/OCN \_\_\_\_\_ PON \_\_\_\_\_ VER \_\_\_\_\_ RPON \_\_\_\_\_  
Issued By \_\_\_\_\_ Tel # (\_\_\_\_)-\_\_\_\_-\_\_\_\_ Project \_\_\_\_\_  
Implementation Contact \_\_\_\_\_ Tel # (\_\_\_\_)-\_\_\_\_-\_\_\_\_ Remarks \_\_\_\_\_  
FAX # (\_\_\_\_)-\_\_\_\_-\_\_\_\_

## B. Action Requested

**Establish OLEC Service §** ☐ New ☐ Switch as is ☐ Switch with changes ☐ Switch with new address  
☐ Easy Number \_\_\_\_\_  
☐ Specific Number a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_

**Existing OLEC Account** ☐ Change Tel #(s) ☐ Change Features/Services ☐ Chg Listing/Directory  
☐ Add Telephone Line ☐ Move to New Address - Keep Existing Tel #, if possible (Y/N) \_\_\_\_\_  
☐ Easy Number \_\_\_\_\_  
☐ Specific Number a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_  
☐ Disconnect Main Acct Tel # ☐ Disconnect Additional Line Tel #(s) Only  
☐ Suspend Service - End User Request

### Due Date

End User Ready Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Offered Due Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Disconnect Date for Old Address \_\_\_\_/\_\_\_\_/\_\_\_\_

We attempt to meet offered due date but work load and equipment availability must be checked before commitment to the end user.

☐ Emergency Expedite (Special Charges may apply. See Tariff.)

### Premise Access (If Applicable) Hours are Monday - Friday

☐ All Day 8:00-6:00 ☐ AM 8:00-Noon ☐ PM Noon-6:00 ☐ 4 Hour Interval (Bet. 8:00 & 6:00) \_\_\_\_\_ - \_\_\_\_\_

Access Remarks \_\_\_\_\_

## C. End User Information

Main Account # (\_\_\_\_)-\_\_\_\_-\_\_\_\_ Other Line #s (\_\_\_\_)-\_\_\_\_-\_\_\_\_ (\_\_\_\_)-\_\_\_\_-\_\_\_\_

End User Name \_\_\_\_\_

End User Service Address \_\_\_\_\_

Apt/Bldg/Suite/Lot \_\_\_\_\_ City/State \_\_\_\_\_ Zip \_\_\_\_\_

### New Address Information for New Connects and Moves to New Address

End User New Service Address \_\_\_\_\_

Apt/Bldg/Suite/Lot \_\_\_\_\_ City/State \_\_\_\_\_ Zip \_\_\_\_\_

Route/Box \_\_\_\_\_ If Unnumbered Address - Directions \_\_\_\_\_

If Unnumbered Address - Former Occupant Tel # (\_\_\_\_)-\_\_\_\_-\_\_\_\_ or Neighbor's Tel # (\_\_\_\_)-\_\_\_\_-\_\_\_\_

## D. Firm Order Confirmation

BellSouth Order # _____	BellSouth Order # _____	BellSouth Order # _____
Assigned # (____)-____-____	Assigned # (____)-____-____	Assigned # (____)-____-____
MemoryCall®	MemoryCall®	MemoryCall®
Access # (____)-____-____	Access # (____)-____-____	Access # (____)-____-____
Temp Password _____	Temp Password _____	Temp Password _____
RingMaster® I (____)-____-____	RingMaster® I (____)-____-____	RingMaster® I (____)-____-____
RingMaster® II	RingMaster® II	RingMaster® II
(a) (____)-____-____	(a) (____)-____-____	(a) (____)-____-____
(b) (____)-____-____	(b) (____)-____-____	(b) (____)-____-____
BellSouth Service Rep _____	Tel # 800-872-3116- Remarks _____	

Order Due Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Premise Visit (Y/N) \_\_\_\_\_ Time Scheduled \_\_\_\_\_ Blg. Acct. \_\_\_\_\_

§ BellSouth Line Based Calling Cards and Grandfathered Services are not available for resale.

Certain customized billing arrangements may not be applicable. Refer to state tariffs for availability and descriptions.



OLEC Name \_\_\_\_\_  
 End User Account # ( )- -

Page \_\_\_\_ of \_\_\_\_  
 PON \_\_\_\_\_ VER \_\_\_\_\_  
 BellSouth Order # \_\_\_\_\_

**E. Directory Listing** Please PRINT the listing exactly as the end user desires it to appear in our records.

Main Account Number ☐ Listed ☐ Non-Listed ☐ Non-Published

Name \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_

☐ Add'l Listing ☐ Add'l Line Number Listing ☐ Listed ☐ Non-Listed ☐ Non-Published

Name \_\_\_\_\_

☐ Add'l Listing ☐ Add'l Line Number Listing ☐ Listed ☐ Non-Listed ☐ Non-Published

Name \_\_\_\_\_

**Directory Delivery Address** (if different from service address)

Address \_\_\_\_\_

City/Town/ZIP \_\_\_\_\_

**Number of Directories Requested** \_\_\_\_\_

(It is not necessary to provide information here unless the end user indicates a need for additional directories. Residential customers receive one directory automatically. They may receive up to 3 directories.)

**F. Intercept**

The 'Action Requested' in Part B determines the appropriate announcement as explained in the LSR instructions. It is not necessary to designate the intercept announcement unless the end user desires a different standard announcement than would normally be provided for the 'Action Requested'. The available standard announcements and associated codes are included with the LSR instructions. Enter the desired standard intercept announcement code and any remarks desired to explain the request.

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Intercept announcements for residence lines continue for a maximum of ninety (90) days.

**G. Multi-Line Action Requests**

Does the action requested in Part B apply to all lines in the end user account? (Y/N) \_\_\_\_\_

If NO, explain

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

OLEC Name \_\_\_\_\_  
☐ End User Main Account # (\_\_\_\_\_) - \_\_\_\_\_ - \_\_\_\_\_  
☐ Additional Telephone Line Number (\_\_\_\_\_) - \_\_\_\_\_ - \_\_\_\_\_

BellSouth Residence LSR  
Page \_\_\_\_\_ of \_\_\_\_\_  
PON \_\_\_\_\_ VER \_\_\_\_\_  
BellSouth Order # \_\_\_\_\_

### H-1. Line and Line Features

In Out

#### Residence Line

- ☐ ☐ Flat Rate  
☐ ☐ Usage Based Pricing  
Type \_\_\_\_\_  
☐ ☐ Measured Rate  
Type \_\_\_\_\_  
☐ ☐ Message Rate  
Type \_\_\_\_\_

#### ☐ ☐ Touch Tone

#### Other

- ☐ ☐ \_\_\_\_\_  
☐ ☐ \_\_\_\_\_

#### ☐ ☐ Grouping (Hunting) Service Type \_\_\_\_\_

#### ☐ ☐ Service Blocking Options (Pg 109) Option # (1-4,6) \_\_\_\_\_

#### Toll Billing Exceptions

- ☐ ☐ No Collect & No 3rd # Billing  
☐ ☐ No 3rd # Billing  
☐ ☐ No Collect

#### Long Distance Carrier

IntraLata \_\_\_\_\_  
InterLata \_\_\_\_\_

#### Optional Calling Plan

Type \_\_\_\_\_  
WatsSaver (Y/N) \_\_\_\_\_  
Type (If yes) \_\_\_\_\_

### Inside Wiring and Jacks

In Out

#### ☐ ☐ Inside Wire Maintenance Plan

#### Flat Rate Schedule

Quantity

- \_\_\_\_\_ Jacks & Wiring for Wall Sets,  
Exposed Wiring  
\_\_\_\_\_ Jacks & Wiring for Baseboard  
Sets, Exposed Wiring  
\_\_\_\_\_ Jacks for Wall Sets, Wiring in  
Place  
\_\_\_\_\_ Jacks for Baseboard Sets, Wiring  
in Place

#### Other - Specify

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Time & Materials Schedule

Quantity

- \_\_\_\_\_ Locations - Rewire Existing  
Jack for Additional Line  
\_\_\_\_\_ Jacks & Wiring for Wall Sets,  
Concealed Wiring  
\_\_\_\_\_ Jacks & Wiring for Baseboard  
Sets, Concealed Wiring  
\_\_\_\_\_ Connect Wire from Mobile  
Home to Service Pole  
\_\_\_\_\_ Move Outside Drop Wire to  
Network Interface  
\_\_\_\_\_ Locations - Move Inside Jack  
Wire to Network Interface

#### Other - Specify

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Features and Services

In Out

#### Custom Calling Services

- ☐ ☐ Call Forwarding Variable  
☐ ☐ Call Waiting  
☐ ☐ Call Waiting Deluxe  
☐ ☐ Speed Calling (8 Code)  
☐ ☐ Speed Calling (30 Code)  
☐ ☐ Three Way Calling  
☐ ☐ Block Usage Sensitive Three Way  
Calling  
☐ ☐ Call Forwarding Busy Line  
Forward To # \_\_\_\_\_  
☐ ☐ Call Forwarding Don't Answer  
Forward To # \_\_\_\_\_

#### # Rings Before Transfer (3 Recommended) \_\_\_\_\_

- ☐ ☐ End User Control - Call Fwd Busy  
☐ ☐ End User Control - Call Fwd Don't  
Answer  
☐ ☐ Remote Access Call Forwarding  
Variable

#### MemoryCall®

- ☐ ☐ MemoryCall® Basic  
☐ ☐ MemoryCall® Deluxe  
☐ ☐ Pager Notification  
☐ ☐ Tone ☐ Digital ☐ Voice  
☐ ☐ Special Delivery Notification  
Attendant # \_\_\_\_\_  
☐ ☐ MemoryCall® Personal Mailbox  
☐ ☐ Message Waiting Indicator

In Out

#### TouchStar® Service

- ☐ ☐ Anonymous Call Rejection  
☐ ☐ Call Block  
☐ ☐ Call Return  
☐ ☐ Call Selector  
☐ ☐ Call Tracing  
☐ ☐ Caller ID Basic  
☐ ☐ Caller ID Deluxe  
☐ ☐ Preferred Call Forwarding  
☐ ☐ Repeat Dialing  
☐ ☐ Block Usage Sensitive Call Return  
☐ ☐ Block Usage Sensitive Repeat  
Dialing (A)

#### ☐ ☐ RingMaster® I Listing Information

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

#### ☐ ☐ RingMaster® II Listing Information

(a.) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
(b.) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

#### Prestige® Service ONLY

- ☐ ☐ Call Forwarding Busy Line  
Forward To # \_\_\_\_\_  
☐ ☐ Call Forwarding Don't Answer  
Forward To # \_\_\_\_\_

#### # Rings Before Transfer (3 recommended) \_\_\_\_\_

- ☐ ☐ Call Forwarding Variable  
☐ ☐ Call Waiting  
☐ ☐ Speed Calling 6  
☐ ☐ Speed Calling 30  
☐ ☐ User Transfer/Conferencing  
☐ ☐ User Transfer/Conf./Call Hold  
☐ ☐ User Transfer/Conf./Call Pick-Up  
☐ ☐ User Transfer/Conf./Pick-Up/Hold

☐ Additional Telephone Line Number ( ) - .

PON \_\_\_\_\_ VER \_\_\_\_\_  
BellSouth Order # \_\_\_\_\_

# Supplemental Local Service Request - Residence

## After Firm Order Confirmation

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Page 1 of \_\_\_\_  
Fax # 800-872-7059**A. Other Local Exchange Company**

Co/OCN \_\_\_\_\_ PON \_\_\_\_\_ VER \_\_\_\_\_ RPON \_\_\_\_\_

Issued By \_\_\_\_\_ Telephone # (\_\_\_\_)-\_\_\_\_-\_\_\_\_ Project \_\_\_\_\_

Remarks \_\_\_\_\_

FAX # (\_\_\_\_)-\_\_\_\_-\_\_\_\_

**B. Action Requested and Remarks****C. End User**

Account Number (\_\_\_\_)-\_\_\_\_-\_\_\_\_ BellSouth Order # (s) \_\_\_\_\_ Current Due Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Other Line Numbers (\_\_\_\_)-\_\_\_\_-\_\_\_\_ (\_\_\_\_)-\_\_\_\_-\_\_\_\_ (\_\_\_\_)-\_\_\_\_-\_\_\_\_

**D. Firm Order Confirmation**

BellSouth Order # \_\_\_\_\_ BellSouth Order # \_\_\_\_\_ BellSouth Order # \_\_\_\_\_

Assigned # (\_\_\_\_)-\_\_\_\_-\_\_\_\_ Assigned # (\_\_\_\_)-\_\_\_\_-\_\_\_\_ Assigned # (\_\_\_\_)-\_\_\_\_-\_\_\_\_  
MemoryCall® MemoryCall® MemoryCall®

Access # (\_\_\_\_)-\_\_\_\_-\_\_\_\_ Access # (\_\_\_\_)-\_\_\_\_-\_\_\_\_ Access # (\_\_\_\_)-\_\_\_\_-\_\_\_\_

Temp Password \_\_\_\_\_ Temp Password \_\_\_\_\_ Temp Password \_\_\_\_\_

RingMaster® I (\_\_\_\_)-\_\_\_\_-\_\_\_\_ RingMaster® I (\_\_\_\_)-\_\_\_\_-\_\_\_\_ RingMaster® I (\_\_\_\_)-\_\_\_\_-\_\_\_\_

RingMaster® II RingMaster® II RingMaster® II

(a) (\_\_\_\_)-\_\_\_\_-\_\_\_\_ (a) (\_\_\_\_)-\_\_\_\_-\_\_\_\_ (a) (\_\_\_\_)-\_\_\_\_-\_\_\_\_

(b) (\_\_\_\_)-\_\_\_\_-\_\_\_\_ (b) (\_\_\_\_)-\_\_\_\_-\_\_\_\_ (b) (\_\_\_\_)-\_\_\_\_-\_\_\_\_

BellSouth Service Rep \_\_\_\_\_ Tel # 800-872-3116 Due Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Premise Visit (Y/N) \_\_\_\_\_ Time Scheduled \_\_\_\_\_ Blg. Acct. \_\_\_\_\_ Remarks \_\_\_\_\_

# BELLSOUTH LOCAL SERVICE REQUEST - BUSINESS

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Page 1 of \_\_\_\_  
Fax # 800-872-7059

## A. Other Local Exchange Company

Co/OCN \_\_\_\_\_ PON \_\_\_\_\_ VER \_\_\_\_\_ RPON \_\_\_\_\_  
Issued By \_\_\_\_\_ Tel # (\_\_\_\_)\_\_\_\_-\_\_\_\_-\_\_\_\_ Project \_\_\_\_\_  
Implementation Contact \_\_\_\_\_ Tel # (\_\_\_\_)\_\_\_\_-\_\_\_\_-\_\_\_\_ Remarks \_\_\_\_\_  
FAX # (\_\_\_\_)\_\_\_\_-\_\_\_\_-\_\_\_\_

## B. Action Requested

**Establish OLEC Service §** ☐ New ☐ Switch as is ☐ Switch with changes ☐ Switch with new address  
☐ Easy Number \_\_\_\_\_  
☐ Specific Number a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_

**Existing OLEC Account** ☐ Change Tel #(s) ☐ Change Features/Services ☐ Chg Listing/Directory  
☐ Add Telephone Line ☐ Move to New Address - Keep Existing Tel #, if possible (Y/N) \_\_\_\_\_  
☐ Easy Number \_\_\_\_\_  
☐ Specific Number a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_  
☐ Disconnect Main Acct Tel # ☐ Disconnect Additional Line Tel #(s) Only  
☐ Suspend Service - End User Request

### Due Date

End User Ready Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Offered Due Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Disconnect Date for Old Address \_\_\_\_/\_\_\_\_/\_\_\_\_

We attempt to meet offered due date but work load and equipment availability must be checked before commitment to the end user.

☐ Emergency Expedite (Special Charges may apply. See Tariff.)

### Premise Access (If Applicable) Hours are Monday - Friday

☐ All Day 8:00-6:00 ☐ AM 8:00-Noon ☐ PM Noon-6:00 ☐ 4 Hour Interval (Bet. 8:00 & 6:00) \_\_\_\_\_ - \_\_\_\_\_

Access Remarks \_\_\_\_\_

## C. End User Information

Main Account # (\_\_\_\_)\_\_\_\_-\_\_\_\_-\_\_\_\_ Other Line #s (\_\_\_\_)\_\_\_\_-\_\_\_\_-\_\_\_\_ (\_\_\_\_)\_\_\_\_-\_\_\_\_-\_\_\_\_

End User Name \_\_\_\_\_

End User Service Address \_\_\_\_\_

Apt/Bldg/Suite/Lot \_\_\_\_\_ City/State \_\_\_\_\_ Zip \_\_\_\_\_

### New Address Information for New Connects and Moves to New Address

End User New Service Address \_\_\_\_\_

Apt/Bldg/Suite/Lot \_\_\_\_\_ City/State \_\_\_\_\_ Zip \_\_\_\_\_

Route/Box \_\_\_\_\_ If Unnumbered Address - Directions \_\_\_\_\_

If Unnumbered Address - Former Occupant Tel # (\_\_\_\_)\_\_\_\_-\_\_\_\_-\_\_\_\_ or Neighbor's Tel # (\_\_\_\_)\_\_\_\_-\_\_\_\_-\_\_\_\_

## D. Firm Order Confirmation

BellSouth Order # _____	BellSouth Order # _____	BellSouth Order # _____
Assigned # (____)____-____-____	Assigned # (____)____-____-____	Assigned # (____)____-____-____
MemoryCall® _____	MemoryCall® _____	MemoryCall® _____
Access # (____)____-____-____	Access # (____)____-____-____	Access # (____)____-____-____
Temp Password _____	Temp Password _____	Temp Password _____
RingMaster® I (____)____-____-____	RingMaster® I (____)____-____-____	RingMaster® I (____)____-____-____
RingMaster® II _____	RingMaster® II _____	RingMaster® II _____
(a) (____)____-____-____	(a) (____)____-____-____	(a) (____)____-____-____
(b) (____)____-____-____	(b) (____)____-____-____	(b) (____)____-____-____

BellSouth Service Rep \_\_\_\_\_ Tel # 800-872-3116 Remarks \_\_\_\_\_

Order Due Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Premise Visit (Y/N) \_\_\_\_\_ Time Scheduled \_\_\_\_\_ Bldg. Acct. \_\_\_\_\_

§ BellSouth Line Based Calling Cards and Grandfathered Services are not available for resale.

Certain customized billing arrangements may not be applicable. Refer to state tariffs for availability and descriptions.

## 03.~ 4

[illegible][illegible]

OLEC Name \_\_\_\_\_

Page \_\_\_\_\_ of \_\_\_\_\_

☐ End User Main Account # ( ) - -

PON \_\_\_\_\_ VER \_\_\_\_\_

☐ Additional Telephone Line Number ( ) - -

BellSouth Order # \_\_\_\_\_

**H-1. Line and Line Features**

In Out

**Business Line**

- ☐ ☐ Flat Rate  
☐ ☐ Usage Based Pricing  
Type \_\_\_\_\_  
☐ ☐ Measured Rate  
Type \_\_\_\_\_  
☐ ☐ Message Rate  
Type \_\_\_\_\_

☐ ☐ **Touch Tone****Other**

- ☐ ☐ \_\_\_\_\_  
☐ ☐ \_\_\_\_\_

- ☐ ☐ Back-Up\* Line  
☐ ☐ Coin

- ☐ ☐ PBX Trunk  
Type \_\_\_\_\_  
Type \_\_\_\_\_  
Type \_\_\_\_\_

**Signaling Type:**

- ☐ Ground Start  
☐ Loop Start

- ☐ ☐ **Grouping (Hunting) Service**  
Type \_\_\_\_\_

- ☐ ☐ **Service Blocking Options (Pg 109)**  
Option # (1-4,6) \_\_\_\_\_

**Toll Billing Exceptions**

- ☐ ☐ No Collect & No 3rd # Billing  
☐ ☐ No 3rd # Billing  
☐ ☐ No Collect

**Long Distance Carrier**

IntraLata \_\_\_\_\_  
InterLata \_\_\_\_\_

**Optional Calling Plan**

Type \_\_\_\_\_  
WatsSaver (Y/N) \_\_\_\_\_  
Type (If yes) \_\_\_\_\_

**Inside Wiring and Jacks**

In Out

- ☐
- ☐
- Inside Wire Maintenance Plan**

**Flat Rate Schedule**

Quantity

- \_\_\_\_\_ Jacks & Wiring for Wall Sets,  
Exposed Wiring  
\_\_\_\_\_ Jacks & Wiring for Baseboard  
Sets, Exposed Wiring  
\_\_\_\_\_ Jacks for Wall Sets, Wiring in  
Place  
\_\_\_\_\_ Jacks for Baseboard Sets, Wiring  
in Place  
\_\_\_\_\_ Other - Specify

**Time & Materials Schedule**

- \_\_\_\_\_ Locations - Rewire Existing  
Jack for Additional Line  
\_\_\_\_\_ Jacks & Wiring for Wall Sets,  
Concealed Wiring  
\_\_\_\_\_ Jacks & Wiring for Baseboard  
Sets, Concealed Wiring  
\_\_\_\_\_ Connect Wire from Mobile  
Home to Service Pole  
\_\_\_\_\_ Move Outside Drop Wire to  
Network Interface  
\_\_\_\_\_ Locations - Move Inside Jack  
Wire to Network Interface  
\_\_\_\_\_ Other - Specify

**Features and Services**

In Out

**Custom Calling Services**

- ☐ ☐ Call Forwarding Variable  
☐ ☐ Call Waiting  
☐ ☐ Call Waiting Deluxe  
☐ ☐ Speed Calling (8 Code)  
☐ ☐ Speed Calling (30 Code)  
☐ ☐ Three Way Calling  
☐ ☐ Block Usage Sensitive Three Way  
Calling  
☐ ☐ Call Forwarding Busy Line  
Forward To # \_\_\_\_\_  
☐ ☐ Call Forwarding Don't Answer  
Forward To # \_\_\_\_\_  
\_\_\_\_\_ # Rings Before Transfer  
(3 Recommended)  
☐ ☐ End User Control - Call Fwd Busy  
☐ ☐ End User Control - Call Fwd Don't  
Answer  
☐ ☐ Remote Access Call Forwarding  
Variable

**Features and Services (cont.)**

In Out

**TouchStar® Service**

- ☐ ☐ Anonymous Call Rejection  
☐ ☐ Call Block  
☐ ☐ Call Return  
☐ ☐ Call Selector  
☐ ☐ Call Tracing  
☐ ☐ Caller ID Basic  
☐ ☐ Caller ID Deluxe  
☐ ☐ Preferred Call Forwarding  
☐ ☐ Repeat Dialing  
☐ ☐ Block Usage Sensitive Call Return (A)  
☐ ☐ Block Usage Sensitive Repeat (A)  
Dialing

**MemoryCall®**

- ☐ ☐ MemoryCall® Basic  
☐ ☐ MemoryCall® Deluxe  
☐ ☐ Pager Notification  
☐ ☐ Tone ☐ Digital ☐ Voice  
☐ ☐ Special Delivery Notification  
Attendant # \_\_\_\_\_  
☐ ☐ MemoryCall® Personal Mailbox  
☐ ☐ Message Waiting Indicator

- ☐ ☐ **RingMaster® I**  
Listing Information

- ☐ ☐ **RingMaster® II**  
Listing Information

(a.) \_\_\_\_\_

(b.) \_\_\_\_\_





# Supplemental Local Service Request - Business

## After Firm Order Confirmation

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Page 1 of \_\_\_\_  
Fax # 800-872-7059

**A. Other Local Exchange Company**

Co/OCN \_\_\_\_\_ PON \_\_\_\_\_ VER \_\_\_\_\_ RPON \_\_\_\_\_

Issued By \_\_\_\_\_ Telephone # (\_\_\_\_)-\_\_\_\_-\_\_\_\_ Project \_\_\_\_\_

Remarks \_\_\_\_\_

\_\_\_\_\_ FAX # (\_\_\_\_)-\_\_\_\_-\_\_\_\_

**B. Action Requested and Remarks**

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**C. End User**

Account Number (\_\_\_\_)-\_\_\_\_-\_\_\_\_ BellSouth Order # (s) \_\_\_\_\_ Current Due Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Other Line Numbers (\_\_\_\_)-\_\_\_\_-\_\_\_\_ (\_\_\_\_)-\_\_\_\_-\_\_\_\_ (\_\_\_\_)-\_\_\_\_-\_\_\_\_

Other Line Numbers (\_\_\_\_)-\_\_\_\_-\_\_\_\_ (\_\_\_\_)-\_\_\_\_-\_\_\_\_ (\_\_\_\_)-\_\_\_\_-\_\_\_\_

**D. Firm Order Confirmation**

BellSouth Order # \_\_\_\_\_ BellSouth Order # \_\_\_\_\_ BellSouth Order # \_\_\_\_\_

Assigned # (\_\_\_\_)-\_\_\_\_-\_\_\_\_ Assigned # (\_\_\_\_)-\_\_\_\_-\_\_\_\_ Assigned # (\_\_\_\_)-\_\_\_\_-\_\_\_\_

MemoryCall® MemoryCall® MemoryCall®

Access # (\_\_\_\_)-\_\_\_\_-\_\_\_\_ Access # (\_\_\_\_)-\_\_\_\_-\_\_\_\_ Access # (\_\_\_\_)-\_\_\_\_-\_\_\_\_

Temp Password \_\_\_\_\_ Temp Password \_\_\_\_\_ Temp Password \_\_\_\_\_

RingMaster® I (\_\_\_\_)-\_\_\_\_-\_\_\_\_ RingMaster® I (\_\_\_\_)-\_\_\_\_-\_\_\_\_ RingMaster® I (\_\_\_\_)-\_\_\_\_-\_\_\_\_

RingMaster® II RingMaster® II RingMaster® II

(a) (\_\_\_\_)-\_\_\_\_-\_\_\_\_ (a) (\_\_\_\_)-\_\_\_\_-\_\_\_\_ (a) (\_\_\_\_)-\_\_\_\_-\_\_\_\_

(b) (\_\_\_\_)-\_\_\_\_-\_\_\_\_ (b) (\_\_\_\_)-\_\_\_\_-\_\_\_\_ (b) (\_\_\_\_)-\_\_\_\_-\_\_\_\_

BellSouth Service Rep \_\_\_\_\_ Tel # 800-872-3116 Due Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Premise Visit (Y/N) \_\_\_\_\_ Time Scheduled \_\_\_\_\_ Blg. Acct. \_\_\_\_\_ Remarks \_\_\_\_\_

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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#### Local Service Request - Example Requirements

This section contains information on LSR requirements. The 'LSR Requirements' shown in the example boxes below are supplied by the OLEC. The BellSouth LCSC completes Part D and returns the Firm Order Confirmation to the OLEC by fax.

It is not necessary to send all sections of the LSR with each request. All local service requests will require Parts A, B, and C. Send only the additional parts necessary to process the order for your end user.

<b>Example 1</b>	<p><b>Switch from BellSouth to an OLEC with No Changes - 'Switch as is'</b></p> <p>The end user may have several line options and features but since no changes are being requested, it is not necessary to provide any data relating to the specifics.</p> <p>A 'Requested Due Date' should not be entered unless the end user desires a specific date for the changes.</p> <p><b>LSR Requirements:    Parts A, B, and C</b></p>
<b>Example 2</b>	<p><b>Switch from BellSouth to an OLEC with Feature Changes - 'Switch with changes'</b></p> <p>The end user is not deleting any existing features but is ordering RingMaster® II. With RingMaster® an additional line is not required so Part H is not needed. Additional numbers are assigned for unique rings only.</p> <p>The end user is entitled to one listing for each RingMaster® number at no additional charge. In addition to the features page, the directory listing page must be included.</p> <p><b>LSR Requirements:    Parts A, B, C, E, and H</b></p>
<b>Example 3</b>	<p><b>New Account    (No Current Local Service)</b></p> <p>In addition to Page 1 of the LSR, data must be included for the directory listing, the line features, and any special features desired.</p> <p><b>LSR Requirements:    Parts A, B, C, E, and H</b></p>
<b>Example 4</b>	<p><b>Existing OLEC Account - Add an Additional Telephone Line (No Features)</b></p> <p><b>LSR Requirements:    Parts A, B, C, E, and H</b></p>

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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Local Service Request - Example Requirements

<b>Example 5</b>	<p><b>Existing OLEC Account - Change Telephone Number</b></p> <p>It is not necessary to provide any listing (or record) information unless it is changing along with the telephone number. The LCSC will assume any listing information should remain the same if no information is provided in Part E. Remember Non-Published numbers are not included in the printed directory and are not available in operator directory assistance records.</p> <p>The action requested in Part B of the LSR will automatically generate an appropriate intercept recording for the change requested. It is not necessary to enter any information in Part F - Intercept unless the customer has a non-standard request. Standard intercept recordings information is contained in the LSR procedures section.</p> <p><b>LSR Requirements: Parts A, B, C, and E</b></p>
<b>Example 6</b>	<p><b>Existing OLEC Account - Change Features</b></p> <p>When an LSR is issued for an end user account with additional numbers associated with the main account telephone number, Part G must be completed to indicate whether or not the requested activity applies to all numbers in the account.</p> <p><b>LSR Requirements: Parts A, B, C, G, and H</b></p>
<b>Example 7</b>	<p><b>SLSR issued after Firm Order Confirmation</b></p> <p>The end user adds features after the Firm Order Confirmation is received at the OLEC for a new telephone line number.</p> <p><b>SLSR Requirements: Parts A, B, and C</b></p>
<b>Example 8</b>	<p><b>Existing OLEC Account - Move to a New Address Transferring #, if Available</b></p> <p>The end user is moving to a new address and desires to transfer their existing telephone number if it is available to serve the new service address location.</p> <p>When service is being disconnected at one location and established at a new service address, the end user must provide a disconnect date for the old address as well as the date to establish service at the new service location.</p> <p><b>LSR Requirements: Parts A, B and Part C</b></p>